

# BestDrive Operations Supervisor

## Your tasks

### HOW YOU WILL MAKE AN IMPACT -

The Operations Supervisor is responsible for supporting day-to-day operational execution, compliance, and performance across assigned store and plant locations. This role focuses on implementation, oversight, and follow-through of established operational processes, safety standards, and corporate initiatives as directed by the National Operations Manager.

The Operations Supervisor serves as a field execution partner, ensuring consistency, compliance, and operational discipline across locations. This position does not hold regional P&L ownership or strategic authority, but instead ensures that operational standards and directives are executed effectively at the store and plant level.

### Key Responsibilities

#### Operational Oversight & Execution

- Support the execution of operational standards, policies, and procedures across assigned stores and plants.
- Monitor day-to-day operational performance and productivity, identifying gaps and escalating concerns to the National Operations Manager.
- Conduct regular site visits to observe operations, review performance metrics, and reinforce standard operating procedures.
- Assist Store and Plant Managers with corrective action implementation related to operational deficiencies.

#### Compliance, Safety & Policy Enforcement

- Reinforce compliance with company policies, safety programs, and operational guidelines.
- Ensure operational and safety incidents are properly documented and reported in accordance with company procedures.
- Participate in internal audits, safety reviews, and compliance checks as directed.
- Escalate compliance risks or repeat issues to the National Operations Manager.

#### Performance Monitoring & Reporting

- Track and monitor key operational KPIs and productivity metrics.
- Support benchmarking of store and plant performance against company standards.
- Provide observations, insights, and operational feedback to the National Operations Manager.
- Assist in identifying operational inefficiencies and opportunities for process improvement.



Job ID  
**REF94134Y**

Field of work  
**General Management**

Location  
**Charlotte**

Leadership level  
**Leading People**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Tire the Americas, LLC**

## People Support & Operational Readiness

- Support Store and Plant Managers with operational onboarding, training reinforcement, and staffing readiness.
- Assist in ensuring operational personnel are properly trained on equipment, processes, and safety expectations.
- Provide temporary operational support or coverage when Store or Plant Managers are on PTO or extended leave, as directed.

## Equipment, Assets & Fleet Support

- Support Store and Plant Managers in identifying equipment, vehicle, and facility needs.
- Assist in monitoring proper use, maintenance, and readiness of operational assets.
- Escalate equipment or fleet-related issues that impact safety or productivity.

## Corporate Initiative Execution

- Act as a liaison between the National Operations Manager and store/plant leadership to ensure corporate initiatives are clearly communicated and executed.
- Reinforce standardized processes and operational changes across locations.
- Support change implementation through consistent follow-up and on-site reinforcement.

## Scope & Authority Clarification

- This role **does not** have regional P&L ownership.
- This role **does not** set policy or strategy.
- This role operates within established guidelines and escalates decisions outside of scope to the National Operations Manager.
- Focus is on **execution, compliance, and consistency**, not regional leadership.

## Your profile

### WHAT YOU BRING TO THE ROLE -

- Bachelor's degree in Operations, Business, or related field preferred (or equivalent experience)
- 3-5 years of operational or field leadership experience in a multi-location environment
- Strong understanding of operational workflows, compliance, and safety standards
- Ability to monitor performance metrics and identify operational gaps
- Strong communication, follow-up, and organizational skills
- Ability to travel to assigned locations as required

## Our offer

### Work Environment & Physical Requirements

- This position is primarily based in a professional office environment at the company's headquarters.

- Hybrid schedule: 60% in-office / 40% remote - Based in Charlotte, NC
- Field-based role with regular travel to store and plant locations.
- The role involves regular use of a computer, including keyboarding, viewing screens, and utilizing standard office equipment.
- Hands-on operational environment
- The position requires the ability to sit for extended periods of time, with occasional standing or walking.
- May require light lifting of office materials (generally up to 10-15 pounds) on an infrequent basis.
- Requires flexibility to support operational needs, including occasional extended hours
- High expectation for consistency, accountability, and follow-through
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the role.

## **THE PERKS -**

- Immediate Benefits
- Paid Time Off
- Employee Discounts, including tire discounts
- Employer 401(k) Match
- Diverse & Inclusive Work Environment
- Employee Assistance Program
- Future Growth Opportunities
- And more benefits that come with working for a global industry leader!

## **EEO-Statement:**

EEO / Disabled / Protected Veteran Employer. Continental offers equal employment opportunities to all qualified individuals, without regard to unlawful consideration to race, color, sex, sexual orientation, gender identity, age, religion, national origin, disability, veteran status, or any other status protected by applicable law. In addition, as a federal contractor, Continental complies with government regulations, including affirmative action responsibilities for qualified individuals with a disability and protected veterans, where they apply. To be considered, you must apply for a specific position for which Continental has a current posted job opening. Qualifying applications will be considered only for the specific opening(s) to which you apply. If you would like to be considered for additional or future job openings, we encourage you to reapply for other opportunities as they become available. Further, Continental provides reasonable accommodations to qualified individuals with a disability. If you need assistance in the application process, please reply to [Careers@conti-na.com](mailto:Careers@conti-na.com) or contact US Recruiting at 800-821-2727. This telephone line and email address are reserved solely for job seekers with disabilities requesting accessibility assistance or an accommodation in the job application process. Please do not call about the status of your job application, if you do not require accessibility assistance or an accommodation. Messages left for other purposes, such as following up on an application or non-disability related technical issues, will not receive a call back.

Ready to drive with Continental? Take the first step and fill in the online application.

## **About us**

BestDrive, a wholly owned subsidiary of Continental, is quickly becoming the top choice among commercial trucking fleets for our high-quality products and exceptional service. BestDrive Commercial Tire Centers specializes in providing fleet customers with innovative tire solutions including award-winning Continental and General Tire brand products, innovative commercial solution products such as ContiPressureCheck, and a wide array of multi-brand truck tires to address all market segments. Since our founding in 2012, we presently have 25 locations throughout the United States and continue to rapidly expand our footprint throughout the country.